Guidelines for IIUM Telephone Services

IIUM ICT GUIDELINES

PREPARED FOR:

International Islamic University Malaysia

PREPARED BY:

Information Technology Division

Document Change Log

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Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Shukri Abdul Rahman	Draft	11/11/2008	_
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IIUM ICT Guidelines

1. OBJECTIVE

The objective of this document is to define the policy for IIUM telephone services provided by the University.

2. TERMS AND DEFINITIONS

Term	Definition
IIUM	The International Islamic University Malaysia, otherwise known as "the University"
ICT	Information and Communication Technology
CDIO/CIO	Chief Digital Information Officer / Chief Information Officer
ITD	Information Technology Division
ITD Management	CDIO/CIO, Director, Deputy Directors and Team Leaders of ITD.

3. ENTITLEMENT

3.1 Outgoing Call Entitlement

Users	Category (Outgoing)
Senior Officers	
Rector, Deputy Rectors & Deans, Executive Directors	7
Secretaries	7 (with pin no.)
Deputy Deans/Directors & Heads of Departments	5
Personal Assistants	5 (with pin no.)
Academic Staff	
Academic Fellows	4
Professors/ Associate Profs.	4
Assistant Profs.	4
Lecturers/ Teachers	3
Assistant Lecturers	3
Administrative Staff	

Category A (Professional & Management Group)	4
Category B (Support Group)	3
Category C (Support Group)	3
General Number of Kulliyyah/Centre/Division	1
Facsimile Line (Main Office)	6
Facsimile Line (Department Office)	3

Table 1: Call Categories

Category	Destination
1	Internal calls only (intra and inter campus)
2	Local calls only
3	Local and state
4	Local/State and Handphone
5	Peninsular Malaysia
6	Peninsular Malaysia, Sabah & Sarawak
7	International Access

Table 2: Call categories and their definitions

3.2 Type of Phone Set

Table 3 lists the type of phone sets available to various staff members.

Users	Phone set feature
Senior Officers	
Rector, Deputy Rectors & Deans, Executive Directors	Digital display, caller ID/name, alert call, additional number/extension
Secretaries	Digital display, caller ID/name, alert call, additional number/extension
Deputy Deans/Directors & Heads of Departments	Digital display, caller ID/name, alert call, additional number/extension
Personal Assistants	Digital display, caller ID/name, alert call, additional number/extension
Academic Staff	
Professors/ Associate Profs.	Digital display, caller ID/name, alert call, additional number/extension

Assistant Profs.	Digital display, caller ID/name, alert call, additional number/extension
Lecturers/ Teachers	Digital display, caller ID/name, alert call, additional number/extension
Assistant Lecturers	Basic incoming/outgoing
Administrative Staff	
Category A	Digital display, caller ID/name, alert call, additional number/extension
Category B	Basic incoming/outgoing
Category C	Basic incoming/outgoing
General Number of Kulliyyah/Centre/Division	Digital display, caller ID/name, alert call, additional number/extension
Facsimile Line	-

Table 3: Type of phone set

Disclaimer: The types of phone set that will be distributed to the users are subject to change based on actual deployment.

3.3 Telephone Use/Access

3.3.1 Telephone facilities for students' societies, computers laboratories and Kuliyyah`s laboratories are restricted to internal calls only;

3.3.2 All applicants for telephone services shall submit at ICT service desk counter or email to servicedesk@iium.edu.my;

3.3.3 Staff may bring their physical telephone with them when they transfer or move to another location;

3.3.4 Staff who has tendered their resignation or has been terminated by the University must follow the MSD Staff clearance procedure in order to ensure that telephone services are disconnected and the peripherals collected by ITD.

3.4 Facilities

The entitlement of facilities for staff is as follows (table 4)*:*

Users	DID (Direct Incoming)	Voice mail
Senior Officers		
Rector, Deputy Rectors & Deans, Executive Directors	Y	Y
Secretaries	Y	Y
Deputy Deans/Directors & Heads of Departments	Y	Y
Personal Assistants	Y	Y
Academic Staff		
Professors/ Associate Profs.	Y	Y
Assistant Profs.	Y	Y
Lecturers/ Teachers	Y	Y
Assistant Lecturers	N	Y
Administrative Staff		
Category A	Y	Y
Category B*	N	Y
Category C	N	Y
General Number of Kulliyyah/Centre/Division	Y	N
Facsimile Line	Y	N

Table 4: The telephone services/facilities available

* Except for Executive Officer (N27) and Assistant Accountant (W29) at respective Kulliyyahs /Centres/ Divisions with the recommendation from the Dean/Director and approval by Director of ITD.

4. IMPLEMENTATION AND NON-COMPLIANCE

4.1 The Director of ITD holds the responsibility for the implementation of this guideline and shall take necessary actions in the event of violation of this guideline.

4.2 This guideline is applicable to the University community and any infringement of the guideline may subject to disciplinary actions and any other actions deem necessary.

5. ENFORCEMENT

This guideline is applicable to all staff of the University and any infringement of the guideline may subject to disciplinary actions.

6. MAINTENANCE OF THE GUIDELINES

The Information Technology Division is responsible for the formulation and maintenance of this guideline.

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES

This guideline shall be read together with the following or any documents which recently approved:

   7.1   ICT Regulations
   7.2   IIUM ICT Policy
   7.3   IIUM Security Policy
   7.4   Policy for Network Services
   7.5   Policy for IIUM Telephone Services
   7.6   Policy for Responsible Use of ICT Resources
   7.7   Guidelines for IIUM Telephone Services